

**RFP 2001-33**  
**Wireless Voice Services**

**Questions and Answers**  
**January 30, 2002**

1. In your final vendor selection decision, rank the following in order of importance and indicate an individual score for each (the sum of which should add up to 100)

- Overall airtime price
- Equipment price
- Equipment quality
- Included text messaging capabilities
- Local customer care
- Network performance
- Network and partner coverage
- Discount for employees or associates
- Included voice mail
- Included voice activated dialing
- All others (not itemized)

*Answer: The Commonwealth declines to answer this question. The weighting of the evaluation criteria delineated in the Request for Proposal will be posted prior to the due date and time of receipt of proposals.*

2. Text messaging is quickly growing in the US as a mode of communication because of its cost, ease of use and discreetness as a communications mode. Could this become a mandatory in the RPF. If not, why not.

*Answer: RFP 2001-33 is primarily for "Voice" communications and while messaging is desirable, as stated in paragraph 5.3c and 5.3d, it is not deemed of sufficient need to outweigh the delivery of voice traffic and is therefore not a mandatory requirement.*

3. Local customer care enables quick and accurate responses to customer needs. On a scale of 1-10 (10 being the most important) what is your rating of local customer care relative to overall price?

*Answer: The Commonwealth declines to answer the question. Any answer given at this time would be purely conjecture.*

4. What would you prefer on secondary routes. The ability to make the call but pay a low charge per minute or to not have the ability to make the call?

*Answer: As stated in paragraph 5.2, it is desirable to make a call in 100% of the geographic areas of the Commonwealth and all major metropolitan areas outside of the Commonwealth.*

5. Clarification Questions:

Please clarify what the “15% discount” applies tot elements (Y/N)

- Air and access (Y/N)
- Features (Y/N)
- Equipment (Y/N)
- Misc. charges/fees (Y/N)

*Answer: The “15% discount’ applies to the total bill received by DIT. It would contain charges for all items excluding equipment and equipment accessories.*

6. Proposal Format:

- Please discuss general requirements. To clarify:
- Where does the Technical section begin?
- Where does the Cost Section begin?
- How would you prefer to see the response organized-Please discuss.

*Answer: Paragraph 1.18 goes into detail concerning the organization of a response.*

7. In section 4.6, please define “location where service can be obtained on a “walk-in” basis.

*Answer: Section 4.6 refers to locations where a user can obtain equipment repair or replacement.*

8. Relative to Propagation maps, what is the acceptable timeframe – 6 months, 12 months young/old?

*Answer: It is to the vendor’s benefit to give the Commonwealth the most current and accurate maps available.*

9. Please discuss the volume discount and specifically what this applies to – Airtime, Phone Equipment, accessories?

*Answer: See answer to question 5.*

10. Please discuss how you would like for equipment and accessories to be billed?  
Credit Card yes, but do you need a paper backup or will the issuing Agency Purchase order serve that purpose?

*Answer: The purchase of equipment is a transaction between the agency and the provider. The user is able to acquire compatible equipment by whatever means at their disposal. Any equipment on the resulting contract is incidental and for the convenience of the user and provider. Credit cards and Agency Purchase Orders are the two most prevalent way of purchase. The vendor may propose any procedures they wish for handling of purchase of equipment under contract, provided such procedure do not conflict with any mandatory requirements of the Request for Proposal.*

11. If a bulk option is offered (1,000,000 minutes for \$XYZ) what type of billing information and/ or traffic tapes would be required or would you not require them?

*Answer; Call detail records, as outlined in the Request for Proposal, Section 4.8, would still be required. DIT would, in a bulk rate plan, need to establish more traditional rate plans for its customers and bill them based on usage*

12. Will the Commonwealth make available the RFP in Microsoft WORD?

*Answer: A copy of the Major sections of the RFP will be posted to the web site in Microsoft WORD format.*